



## **SFA Performance Appraisal Selection**

### **SFA's Performance Appraisal Selection**

<b>Product:</b>	<b>Pros</b>	<b>Cons</b>
KnowledgePlanet.com	<ul style="list-style-type: none"><li>– Integrated closely with training capacity</li><li>– No maintenance fee</li><li>– Dedicated customer care representative to the organization account</li></ul>	<ul style="list-style-type: none"><li>– Goals and Objectives sections are not fully incorporated into module demonstrated (will be released in coming weeks)</li></ul>
Perform.com	<ul style="list-style-type: none"><li>– Has all components of performance appraisal system desired (goals, objectives, appraisal)</li><li>– Complete ASP environment</li><li>– No up front installation cost</li></ul>	<ul style="list-style-type: none"><li>– Need to integrate later with a HRIS (no support for this activity up-front; HRIS provider can support)</li></ul>
SuccessFactors.com		



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Product:	Perform.com
General Information:	<p>"This solution allows managers to bundle performance reviews, competency assessments, development plans and tracking. GOAL allows you to keep track of objectives, which guarantees a clear overview over even extreme complex teams and situations. APPRAISAL assists in reviewing performances and lets managers save time by simplifying the entire process of conducting appraisals. To guarantee professional development, MENTOR helps in engaging other team members."</p> <p>Perform.com's Internet architecture centralizes all assessment information and makes employees' performance history available online so that managers and team members have the power to roll up team appraisal information to identify a team's strengths and training needs.</p>
Functionality:	<p><u>Features</u></p> <ul style="list-style-type: none"> <li>– Goal Planning and management</li> <li>– Coaching and mentoring</li> <li>– 360 feedback</li> <li>– Appraisal</li> <li>– Development planning</li> <li>– Issue monitoring and discussion</li> <li>– Survey needs analysis</li> <li>– CyberAssistant</li> </ul>
Integration with HRIS:	Integrates with most commonly used HRIS packages
Technology Platform:	Users access individual ASP capabilities through a single, integrated portal. Not a server-based tool.
Cost (Development):	\$45/user/year (user = active employees) no maintenance fee
Security:	Log-in user authentication Protocol control
Timeframe (Development/Customization Time)	2-4 weeks, depending on amount of customization required – work with an account manager



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Cost/Benefit	Benefits	Costs
	<ul style="list-style-type: none"><li>• All users have access to call center for 2<sup>nd</sup> tier technological support</li><li>• Ongoing feedback can be provided via a Comment module</li><li>• Phased roll-out options available</li></ul>	<ul style="list-style-type: none"><li>• No detailed help function; organization would have to support/answer/troubleshoot 1st tier questions</li><li>• No training/education support</li></ul>
Current Customers:	Chase, Lycos, McCann-Erickson WorldGroup, PacifiCorp, Critical Mass Media, Watson Wyatt Worldwide	
Web Address:	<a href="http://www.perform.com">http://www.perform.com</a>	
Demonstration Capability:	August 10, 2000	
Contact:	Perform.com Diana Mastel <a href="mailto:Diana@perform.com">Diana@perform.com</a> 917-750-6778 located in New York, NY	



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Product: SuccessFactors.com		
General Information:	<p>"Web application that helps managers identify and analyze the criteria for successful job performance. Ideal for development of management teams, 360°AssessmentManager helps companies build their employees' capabilities. Users define critical skills and competencies for target roles, gather feedback, review employees and provide performance improvement and development suggestions."</p>	
Functionality:	<p>PerformanceManager:</p> <ul style="list-style-type: none"> <li>-Writing Assistant/Coaching Advisor</li> <li>-Notes feature for tracking performance throughout year</li> </ul> <p>360 Assessment Manager</p> <ul style="list-style-type: none"> <li>-Roll up reports available for groups, business units, teams, etc.</li> </ul>	
Integration with HRIS:	<p>SuccessFactors.com integrates with Peoplesoft HRIS (The bi-directional transfer of personnel data allows users to synchronize the two systems – eliminating dual data entry and maximizing their investment in PeopleSoft HRMS)</p>	
Technology Platform:	<ul style="list-style-type: none"> <li>• Web-based</li> <li>• Running on either a Windows NT or Sun Solaris Server</li> <li>• Customers access SuccessFactors.com applications via an industry standard web-browser.</li> <li>• Customers can chose to license and install the products at their site or subscribe to the products via our Application Service Provider Subscription program.</li> </ul>	
Cost (Development):		
Security:		
Timeframe (Development/ Customization Time)		
Cost/Benefit	Benefits	Costs
	<ul style="list-style-type: none"> <li>• Able to import/modify competencies and rating scales</li> </ul>	<ul style="list-style-type: none"> <li>•</li> </ul>
Current Customers:	<p>Adaptec, Aspect Telecommunications, Ford Motor Company, Hewlett-Packard, Honeywell, MCI Worldcom, Novell and Phillips Petroleum Company..</p>	
Web Address:	<p><a href="http://www.successfactors.com">Http://www.successfactors.com</a></p>	



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Demonstration Capability:	Scheduled – August 10, 2000
Contact:	Michael Gantos 1-800-809-9920, ext. 850 located in San Mateo, CA



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Product:	KnowledgePlanet.com
General Information:	<p>“KnowledgePlanet.com drives performance improvement through an enterprise using the power of the Internet, and a total solution that integrates technology, content and services.</p> <p>The KP2000 Application Suite integrates multiple management systems that let companies align and manage their workforce development and performance improvement initiatives with their business strategies. Working together, the application suite helps you: identify the skills you need to remain competitive, understand the skill strengths and weaknesses in your current organization, and deliver personalized development plans to each employee</p> <p>All of your skills, roles and jobs are loaded into the Performance Management System and are assembled to describe a very specific set of activities each person is expected to perform on the job. These also help to define what capabilities employees should be developing as your organization moves toward achieving its objectives.</p> <p>It's up to you how detailed your skill, role and job models will be. If you do not have these defined for every job in the organization today, you can start with what you have.”</p>
Functionality:	<ul style="list-style-type: none"> <li>• 360-degree evaluation module that coordinates proficiency ratings by multiple people who observe the learner on the job (can be anonymous). The 360-degree assessment can be performed by peers, subordinates, managers, customers and others who interact with the employee being evaluated.</li> <li>• Skills are also linked to learning resources so that when a learning gap exists, an immediate resource is recommended to improve performance. Essentially, the gaps reveal a complete learning plan that is targeted only at improving performance that relates to the employee's assigned job or role.</li> <li>• Personal Development Plans -- allow each employee to set dates and specific plans for improving proficiencies in their required skills and roles.</li> <li>• Career Planner – lets employees see how their current skills and roles compare against future positions they would like to hold in the organization.</li> <li>• People Finder – allows you to enter the skills, roles, or jobs you are looking for, and the proficiency level you need, and it returns names and contact information for each person who meets your search criteria.</li> </ul>
Integration with HRIS:	Application Programming Interfaces (API) have been written for all of the major HRIS application including PeopleSoft, Lawson, SAP and others
Technology	<p>Hosted on KnowledgePlanet's Virtual Performance Network meaning:</p> <ul style="list-style-type: none"> <li>– KP purchases all hardware</li> </ul>



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Platform:	<ul style="list-style-type: none"> <li>– KP installs software</li> <li>– KP coordinates network services</li> <li>– KP provides consulting to ensure maximum performance levels</li> <li>– KP manages integration of the GPN with your existing infrastructure</li> <li>– KP performs system upgrades</li> <li>– KP is responsible to train and retain the staff that supports your system</li> <li>– KP provides support to your users, and</li> <li>– KP conducts necessary maintenance</li> <li>– Oracle database background</li> </ul>	
Cost (Development):	Monthly subscription fee and customizable Membership program (user = active employees)	
Security:	Log-on screen that authenticates users up-front Organization can chose to “purchase” a dedicated line to ensure secure and fast connection to the internet application	
Timeframe (Development/ Customization Time)	Given the competency model is complete – estimated development and customization time to pilot is 30 – 60 days	
Cost/Benefit	Benefits	Costs
	<ul style="list-style-type: none"> <li>• No maintenance fee</li> <li>• Provide new user training through CBT</li> <li>• Dedicated customer care representative to the organization account</li> <li>• Allow for ongoing feedback throughout the performance year</li> <li>• Provide change management/consulting support prior to implementation</li> </ul>	<ul style="list-style-type: none"> <li>• No goals/objectives</li> </ul>
Current Customers:	Prudential, Fidelity Investments, RiteAid, Chevron, BP Amoco, SGI	
Web Address:	<a href="http://www.knowledgeplanet.com">Http://www.knowledgeplanet.com</a>	
Demonstration Capability:	Scheduled – August 10, 2000	
Contact:	KnowledgePlanet.com Jeff Federman and Ken Rabedeaux 703-262-6600 located in Reston, VA	



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